

NOISE SURVEY



Problem Solving The Growing Concern Of Loud Noise And Its Impact On The Quality Of Life For The Citizens Of The Town Of Bluffton

INTRODUCTION

- Loud noise issues are a byproduct of the fast paced growth and advancement of businesses that have come to the Town of Bluffton. The problems with excessive noises within the Town of Bluffton are certainly not unique to our area, however, they are commonplace to nearly all cities, and towns across the nation. The disturbance of loud noise is not something new; it has been a Quality of Life Issue for some of the citizens of Bluffton for several years, and each citizen sees the noise issue through their own eyes, perceptions, and experiences. A noise disturbance in one citizen's eyes can be viewed as a welcoming sound to another.
- The purpose of this survey was to find out several key components in helping resolve noise issues in the Downtown area of Bluffton. The stakeholders for the loud noise issues were identified as both the citizens of Bluffton as well as the business owners within the town. The surveys were provided to both stakeholders in order to find a logical resolution to the persisting problem of loud noise.

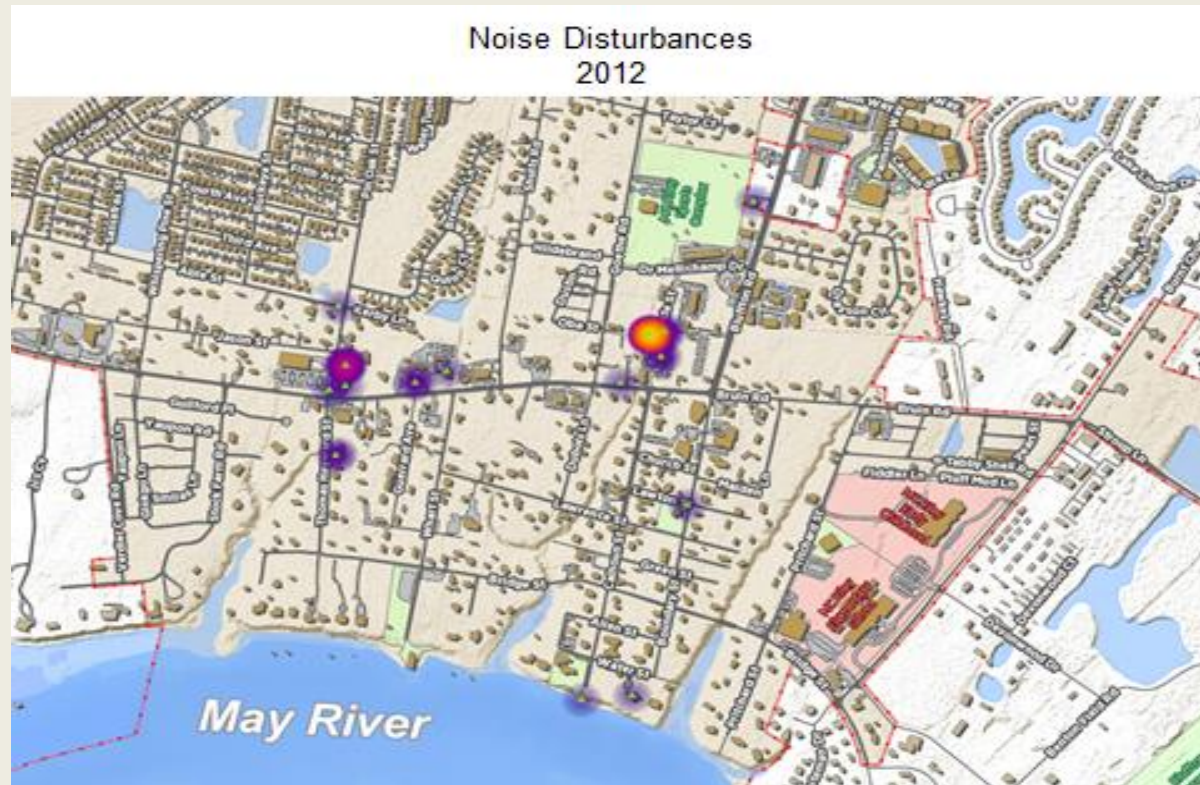
NOISE PROBLEM-DEFINED

- The survey that was conducted indicated that the noise problem within the Town of Bluffton revolves around the excessiveness of such noise in the late hours of the night. Excessive noise can be defined by our Town Ordinance 2008-25 “any unnecessary noises that are physically harmful or otherwise detrimental to the enjoyment of life, liberty, property, and maintenance of business.” The survey helped us identify the following sources of such noises:
 1. Loud Music from business
 2. Loud and Rowdy People in the area of the businesses
 3. Vehicles
 4. Parties
 5. Sounds of fireworks/gunshots

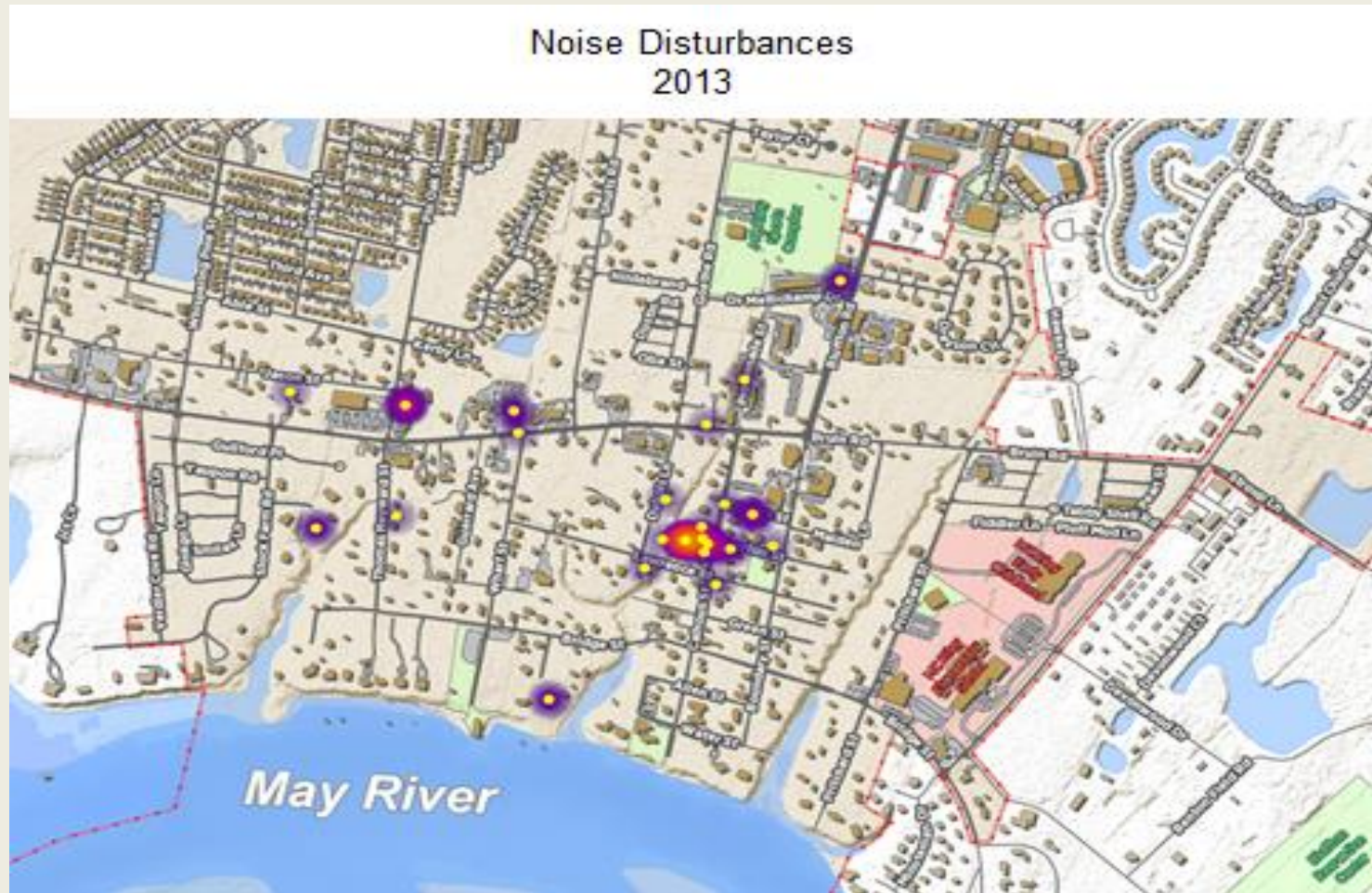
ANALYSIS

- The calls for service to the Bluffton Police Department, regarding noise disturbances were analyzed for the past two years. The calls indicated that the majority of the noise complaints came from the Downtown area of Bluffton. The calls regarding noise complaints have gone from 54 in 2012 to 53 as of October 21, 2013 indicating that the problem has continued and possibly gotten worse. The map on the next slide shows the area where the majority of the downtown noise complaints have come from over the past two years. In 2012 the majority of the noise disturbances originated from the Promenade, in 2013 the majority of noise disturbances originated from the area of Calhoun Street by Lawton Street.

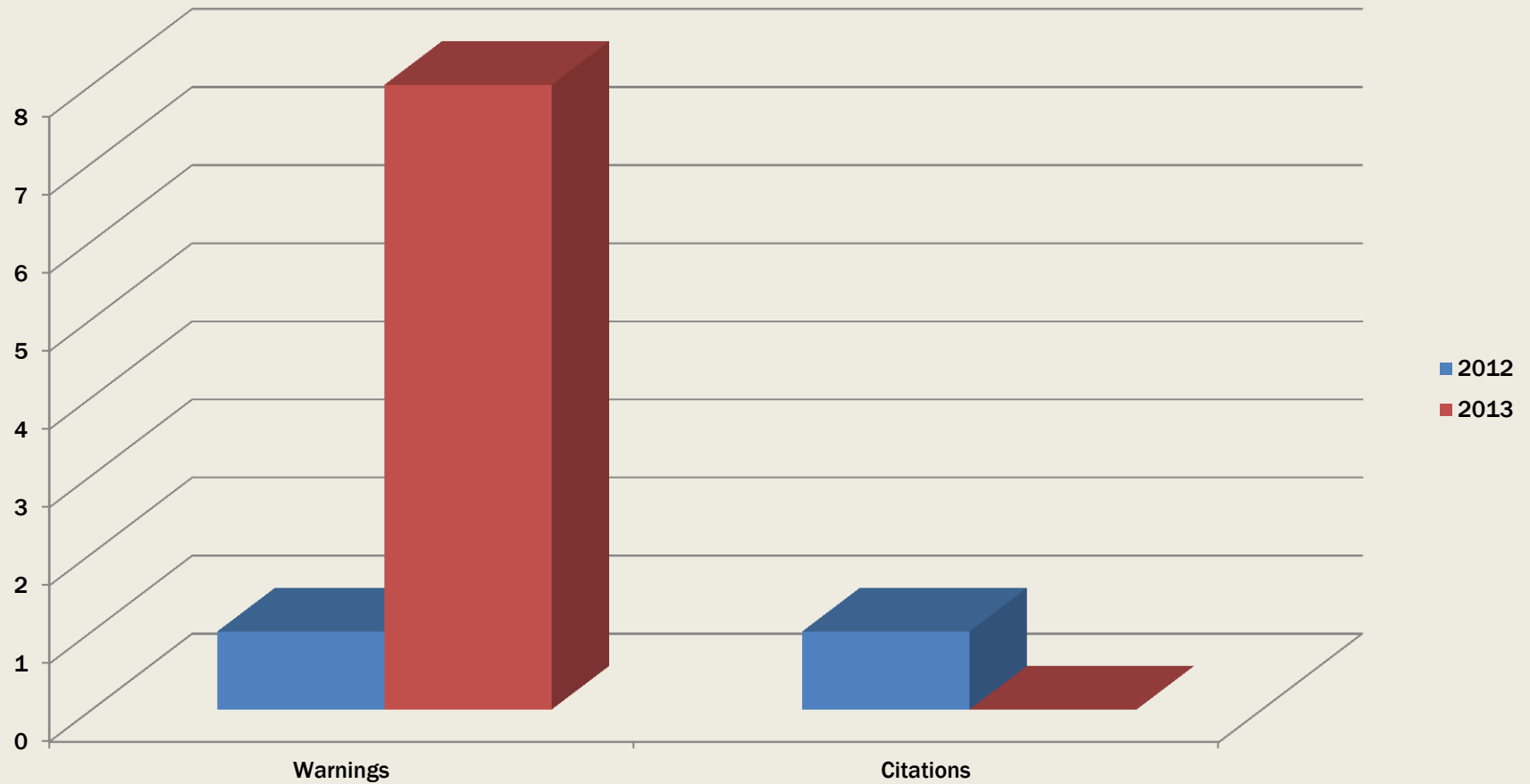
NOISE DISTURBANCES-2012



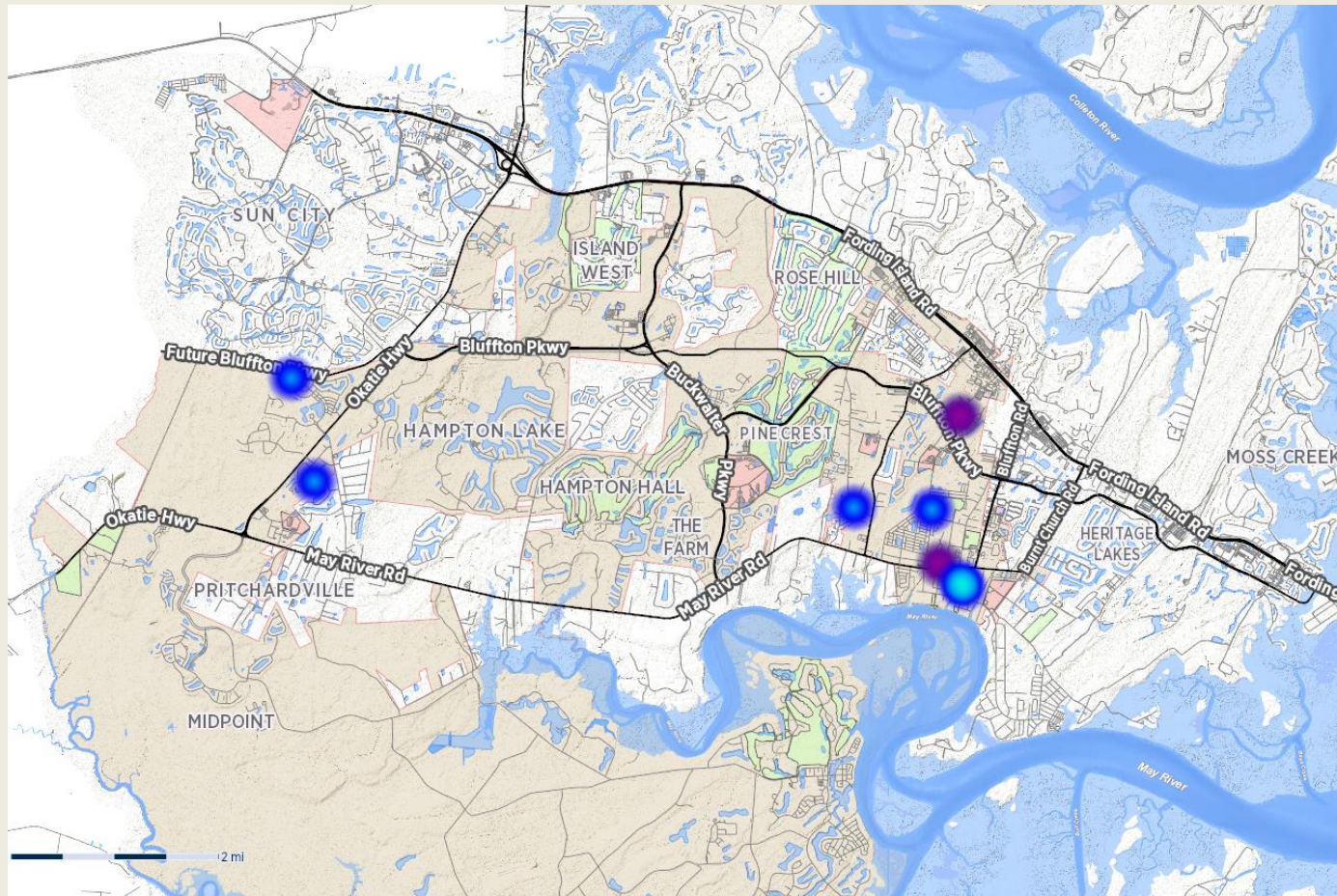
NOISE DISTURBANCES-2013



ENFORCEMENT ACTION TAKEN (2012-2013)



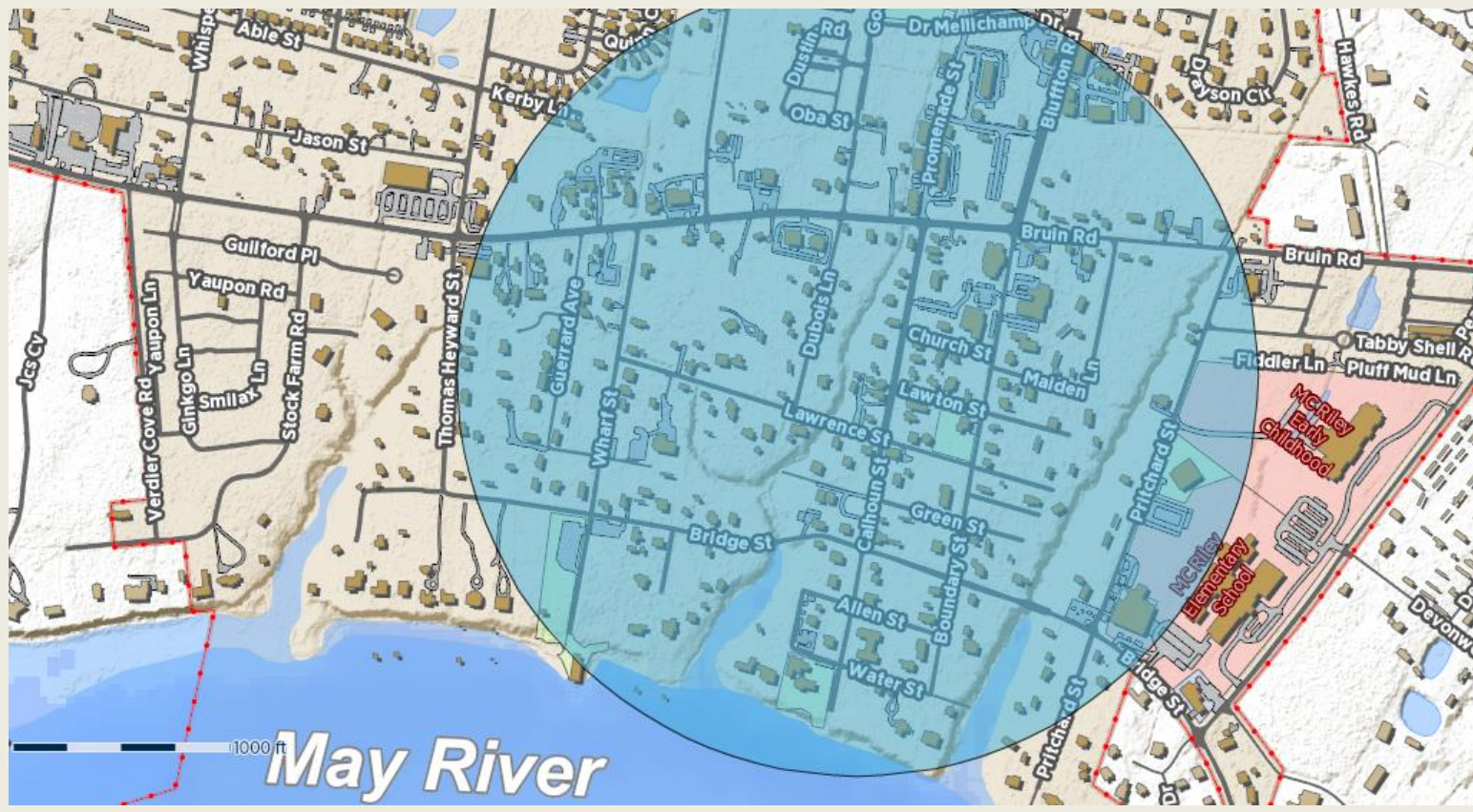
TICKETS AND WARNINGS ISSUED FOR NOISE VIOLATIONS (2012-2013)



ANALYSIS- CONT.

- The centralized location for these disturbances was found and a grid was established for conducting the surveys. A $\frac{1}{4}$ mile radius was drawn on a map from a centralized point to establish an area where the surveys were going to be conducted. The following was a result of participation in the surveys:
- Total possible contact- 346
Total Surveys completed- 105
Percentage- 30.34 %
- Total Possible Business Contacts- 126
Total Business Surveys Completed- 64
Percentage- 50.79%
- Total Possible Residential Contacts- 220
Total Residential Surveys Completed- 52
Percentage- 23.63%

AREA OF SURVEY

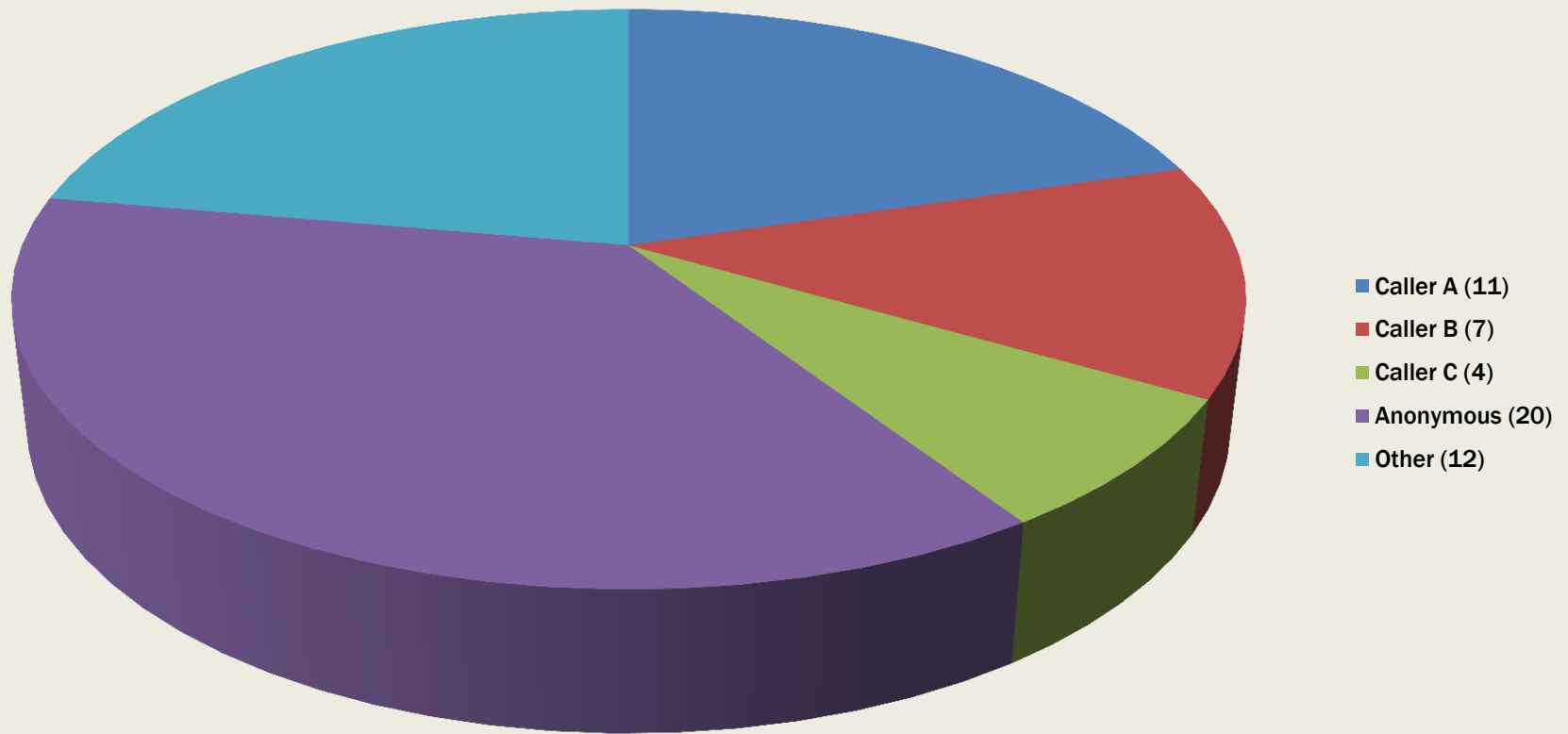


ADDITIONAL ANALYSIS WAS DONE BY CHECKING THE TIMES/DAYS THAT THESE COMPLAINTS WERE COMING IN. THESE CALLS WERE TRACKED THROUGH THE BEAUFORT COUNTY DISPATCH SYSTEM. NEARLY 83% OF CALLS OCCURRED DURING THE HOURS THAT ARE ALLOWED UNDER THE NOISE ORDINANCE.

		4AM-7AM	7AM-10A	10AM-1PM	1PM-4PM	4PM-7PM	7PM-10PM	10PM-12AM	12AM-4AM
DAY OF THE WEEK									
Monday	2	0	0	1	0	1	0	0	0
Tuesday	6	0	0	4	0	0	1	0	1
Wednesday	2	0	0	1	0	0	0	1	0
Thursday	7	0	0	0	0	1	4	0	2
Friday	8	1	0	0	0	1	5	1	0
Saturday	22	1	0	2	0	1	10	6	2
Sunday	7	0	0	1	1	0	0	1	4
TOTAL CALLS	54	2	0	9	1	4	20	9	9

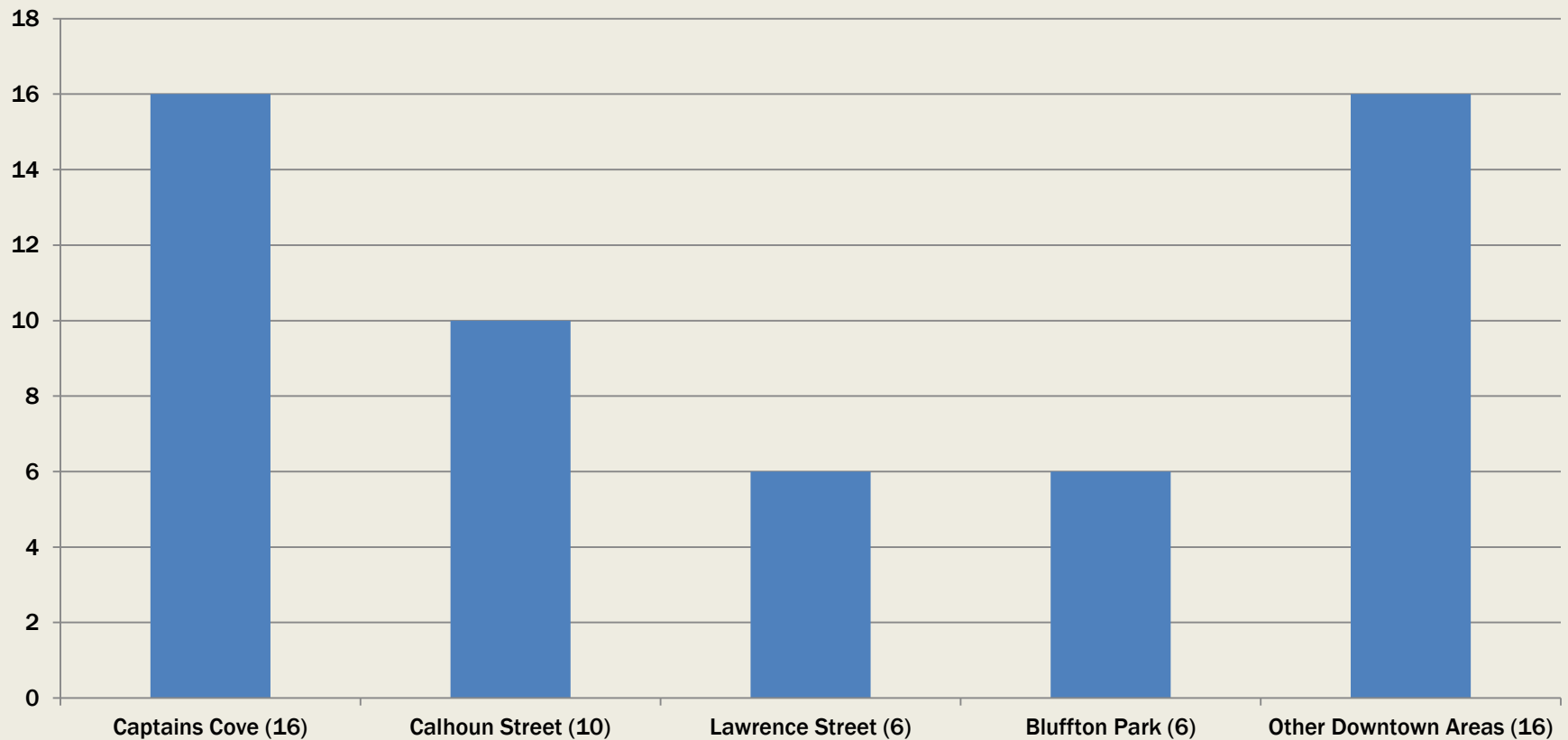
THE CALLS FOR SERVICE WAS ALSO CHECKED FOR REPEAT COMPLAINANTS. THE RESULTS SHOWED THAT 3 PEOPLE ACCOUNTED FOR 42% OF ALL CALLS. THERE WAS AN ADDITIONAL 20 CALLS (38%) IN WHICH THE PERSON WISHED TO REMAIN ANONYMOUS.

Calls for Service by Caller



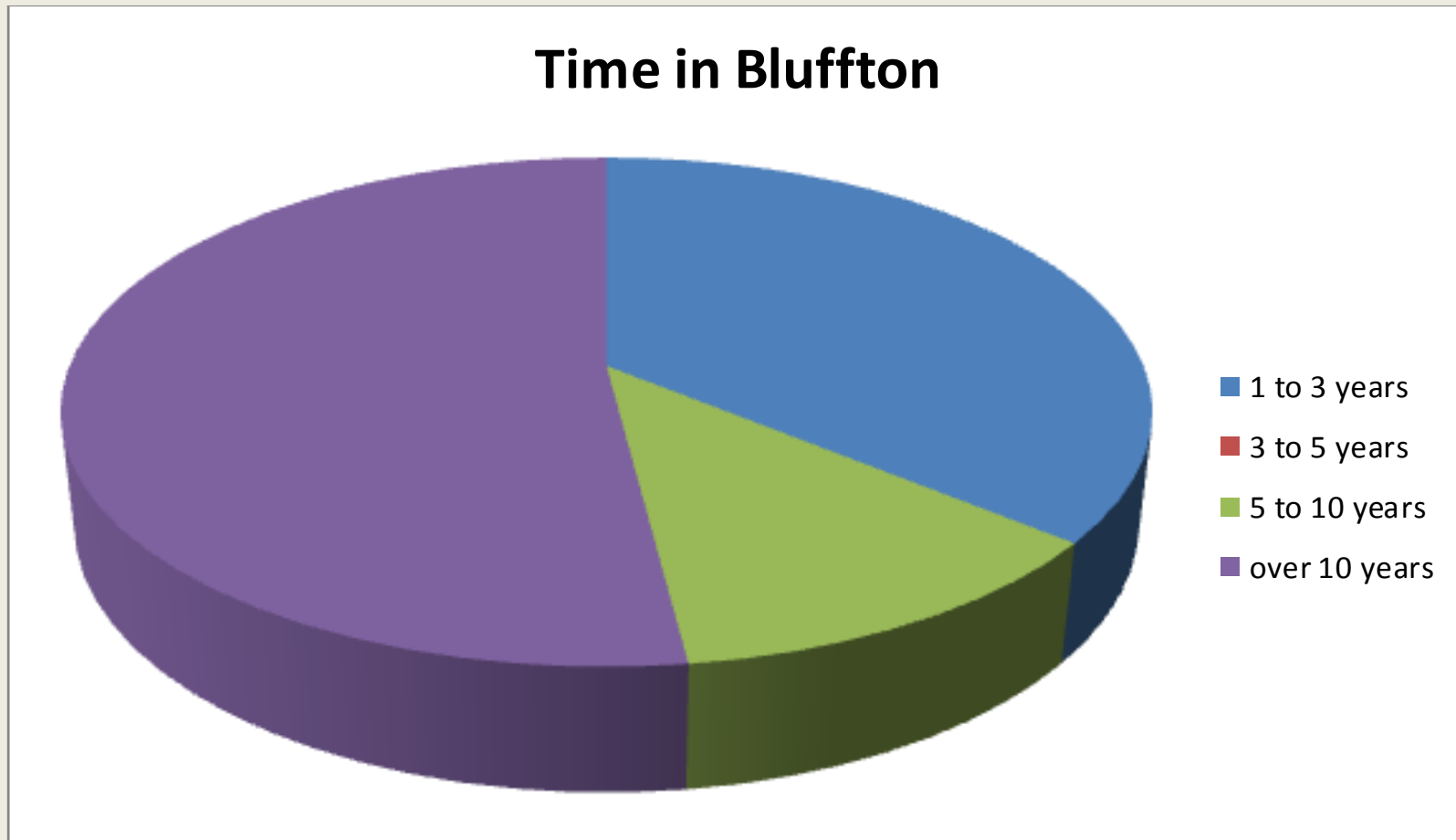
THE CALLS FOR SERVICE ALSO SHOWED THE AREAS WHERE PEOPLE WERE COMPLAINING ABOUT LOUD NOISE. NEARLY 30% OF CALLERS IDENTIFIED THE NOISE SPECIFICALLY COMING FROM CAPTAINS COVE, WHILE OTHERS SIMPLY IDENTIFIED THE AREA/STREET THE NOISE IS COMING FROM.

Calls for Service by Location

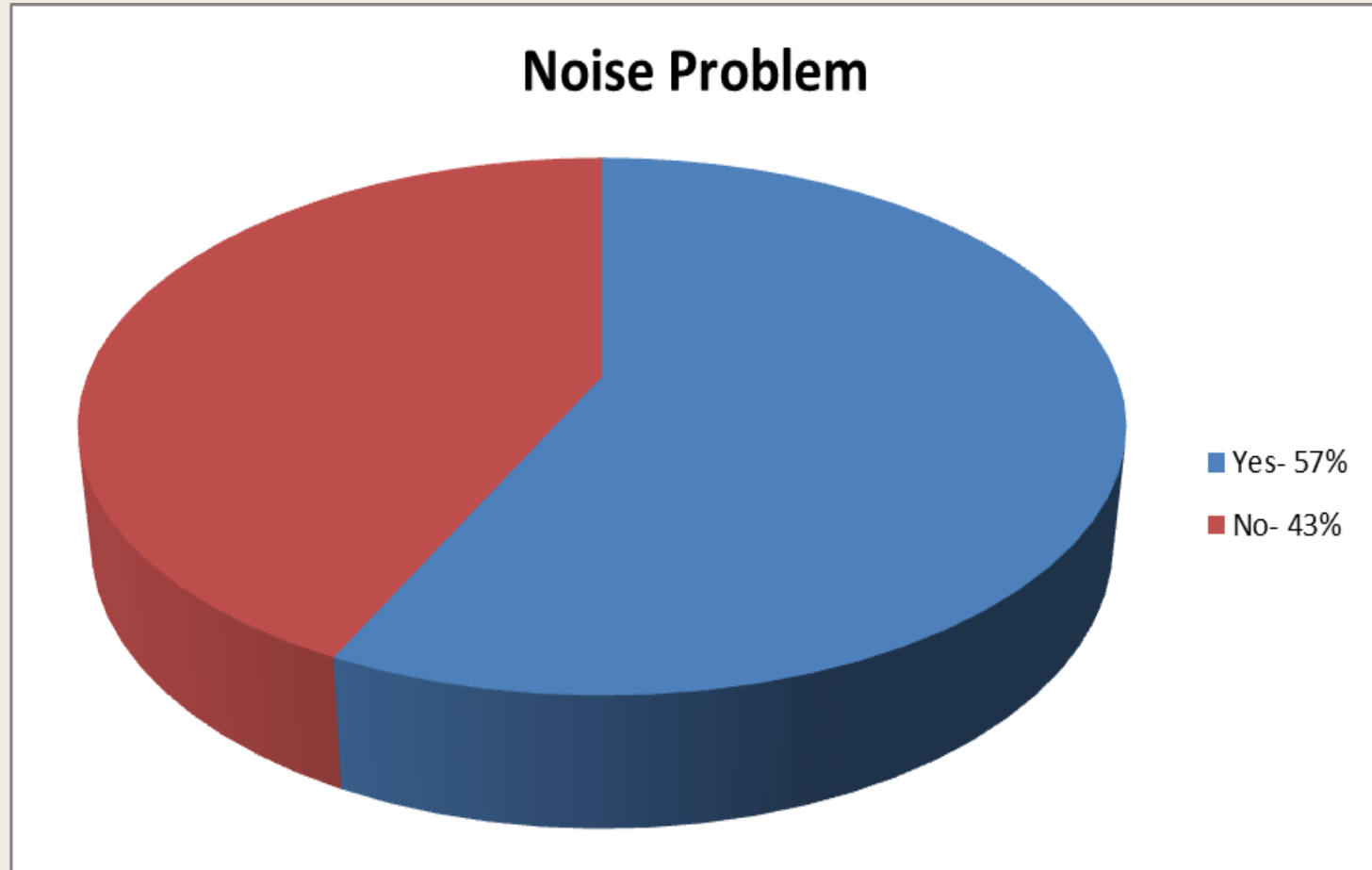


RESULTS OF SURVEY (RESIDENTS)

1. How long have you lived in Bluffton?



IS THERE A PROBLEM OF NOISE IN YOUR AREA?

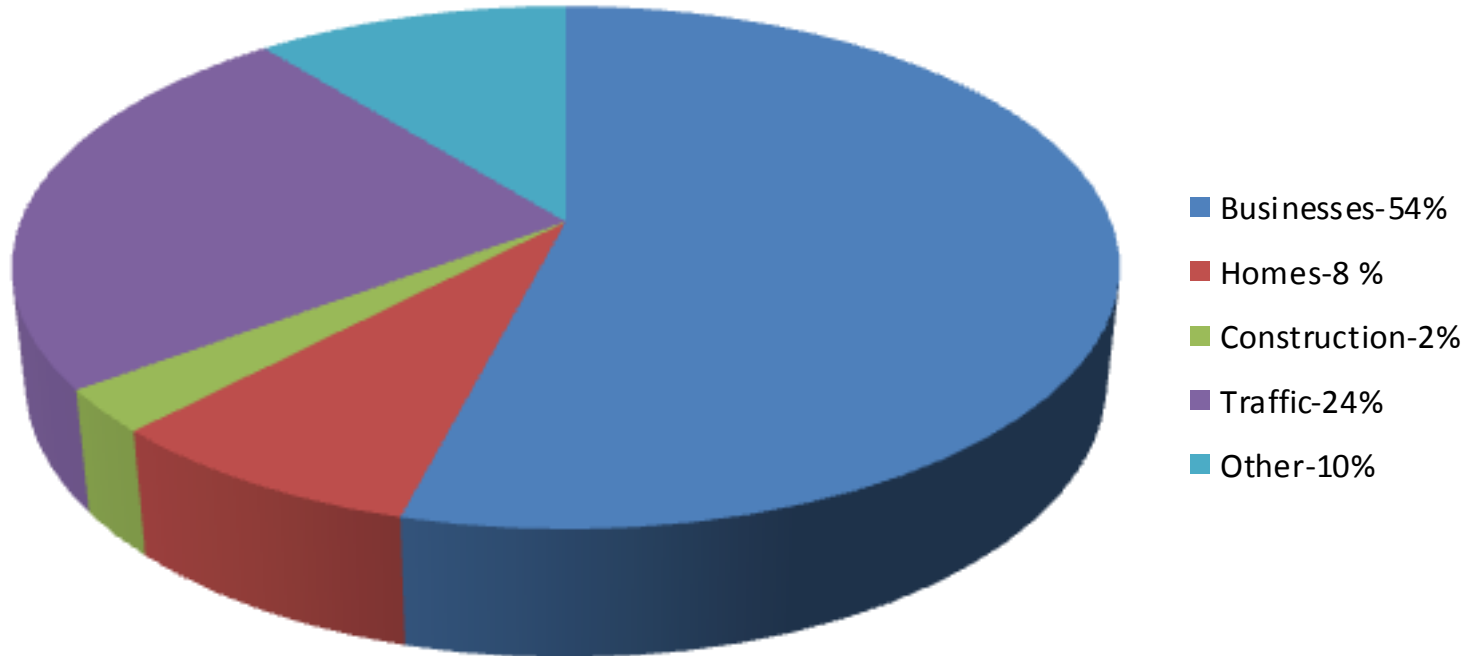


WHAT DAYS OF THE WEEK ARE THE LOUD NOISES OFTEN HEARD?

<i>Days of the week</i>	<i>Noise Problems</i>
Sunday	13
Monday	10
Tuesday	13
Wednesday	13
Thursday	22
Friday	27
Saturday	26

WHERE IS THE NOISE COMING FROM?

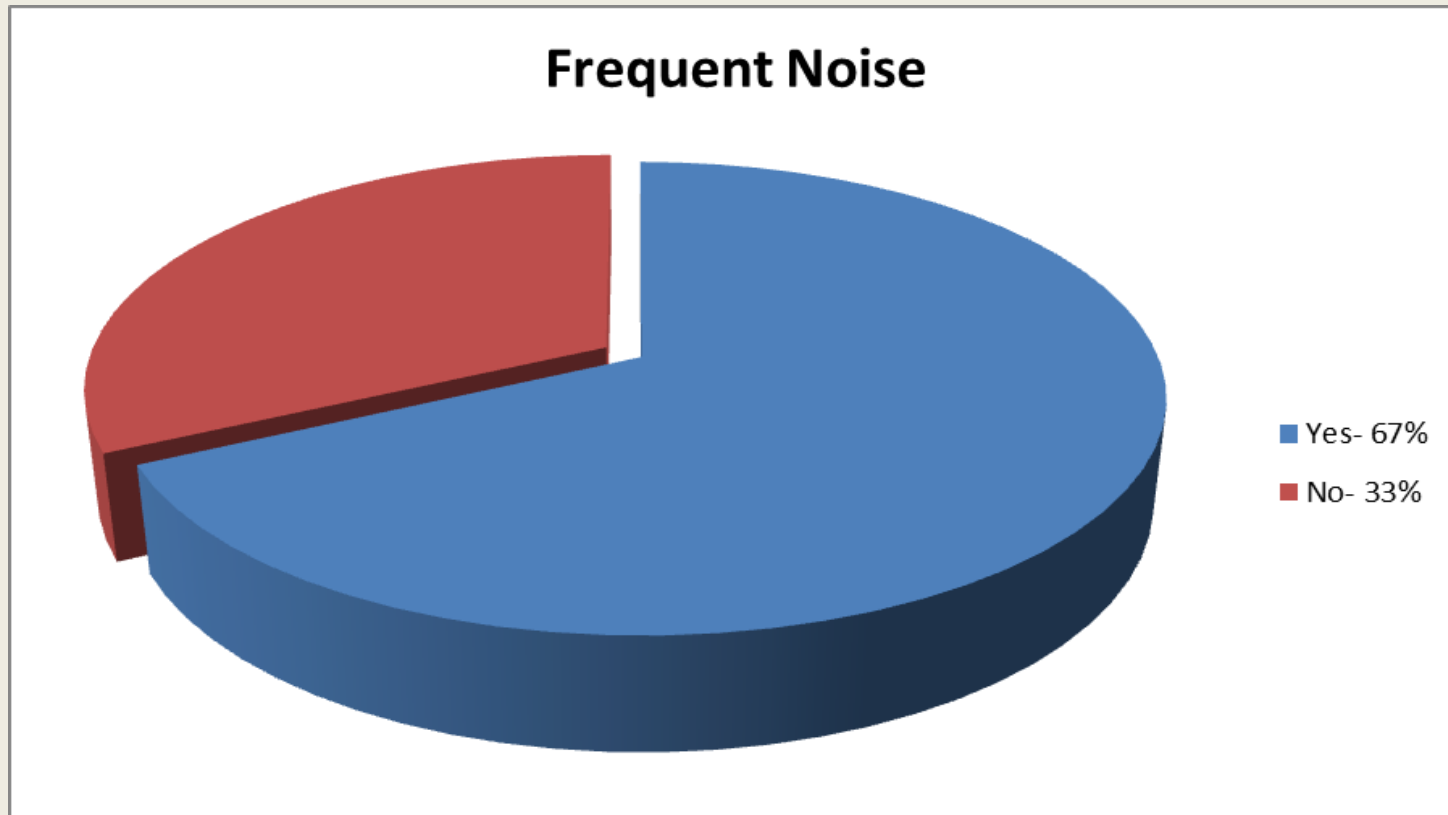
Source of noise



WHAT TYPE OF NOISE PROBLEMS ARE COMING FROM THIS AREA?

Source	Results
People	14
Music/Entertainment	33
Vehicles	12
Other	2

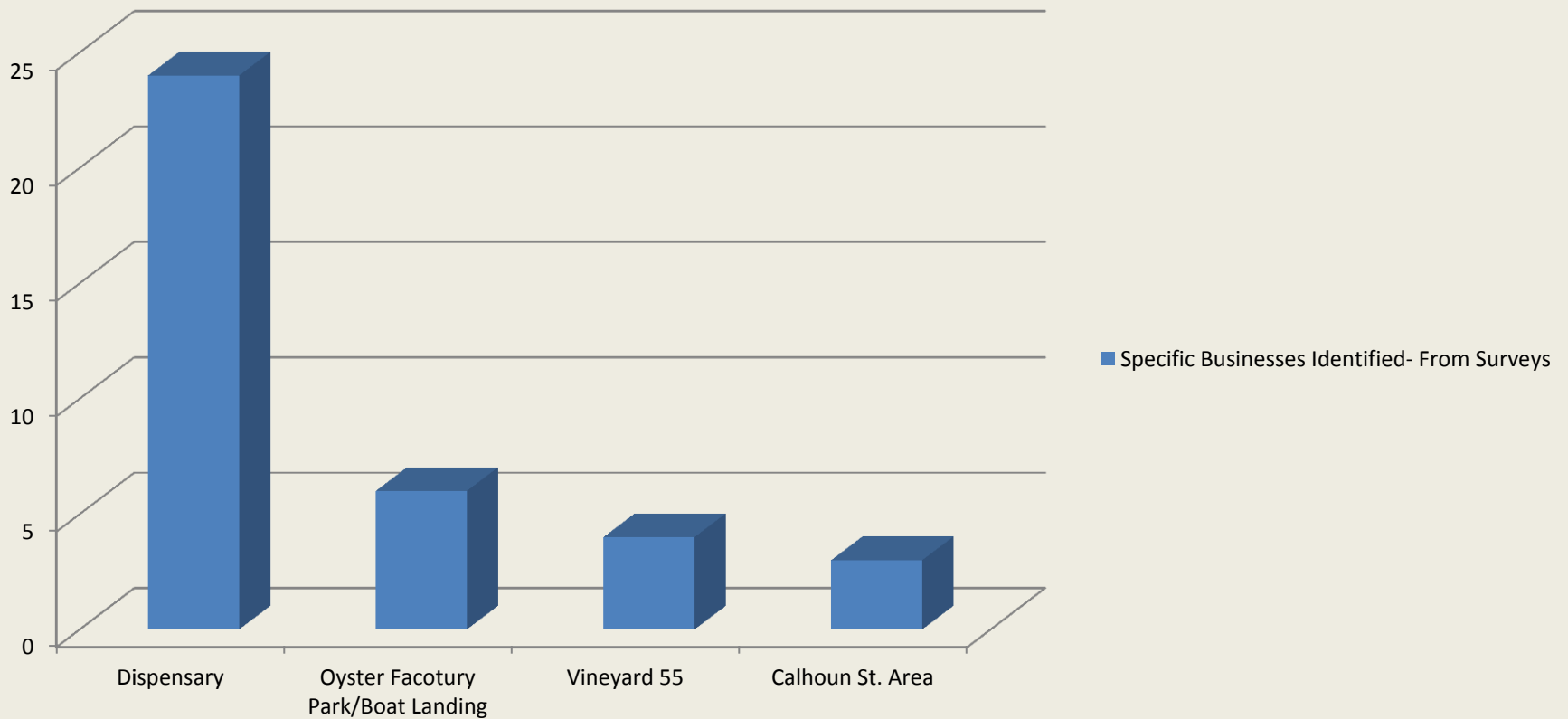
IS THERE A PARTICULAR BUSINESS/HOME THAT IS MORE FREQUENT IN NOISE ISSUES THAN OTHERS?



There were 61% of people who were surveyed that identified a specific business. The following businesses were identified as a source of loud noise complaints; Dispensary (24), Vineyard 55 (4), and Oyster Factory Park (6).

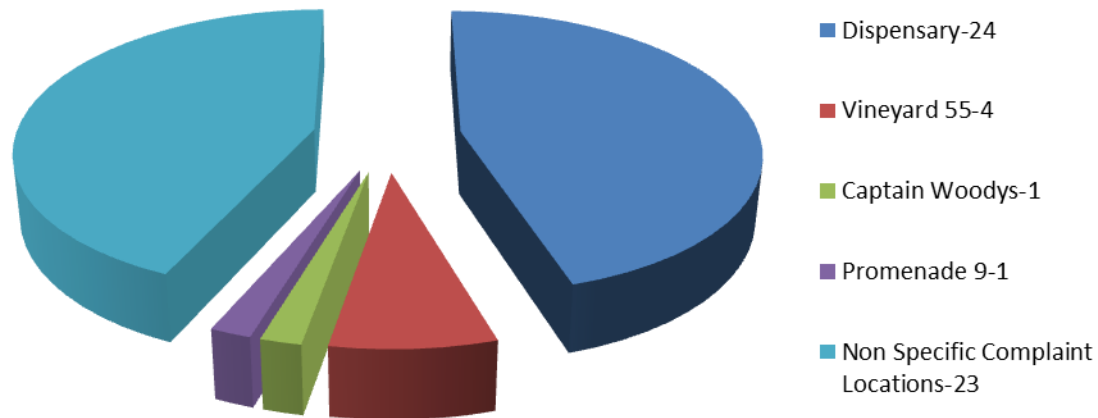
SPECIFIC BUSINESS IDENTIFIED

Specific Businesses Identified- From Surveys



ACCORDING TO BEAUFORT COUNTY DISPATCH RECORDS, THERE WERE 53 CALLS FOR SERVICE, INVOLVING NOISE DISTURBANCES IN THE DOWNTOWN AREA. THESE CALLS FOR SERVICE HAVE BEEN SEPARATED BY BUSINESSES WHICH WERE IDENTIFIED BY THE CALLER. THERE WERE 23 COMPLAINTS OF NOISE IN THE AREA OF DOWNTOWN, HOWEVER, THE CALLER DID NOT IDENTIFY THE SOURCE.

Loud Noise Complaints-2013 (Downtown Area)



DOES THE LOUD NOISE INTERFERE WITH ANY OF THE FOLLOWING ASPECTS OF YOUR HOME LIFE?

Home Life	Results
Listening to TV, radio, music	13
Having a conversation	8
Reading, relaxing, or other quiet activities	18
Concentrating or studying	10
Entertaining	8
Sleeping	14
Spending time outdoors at home	17

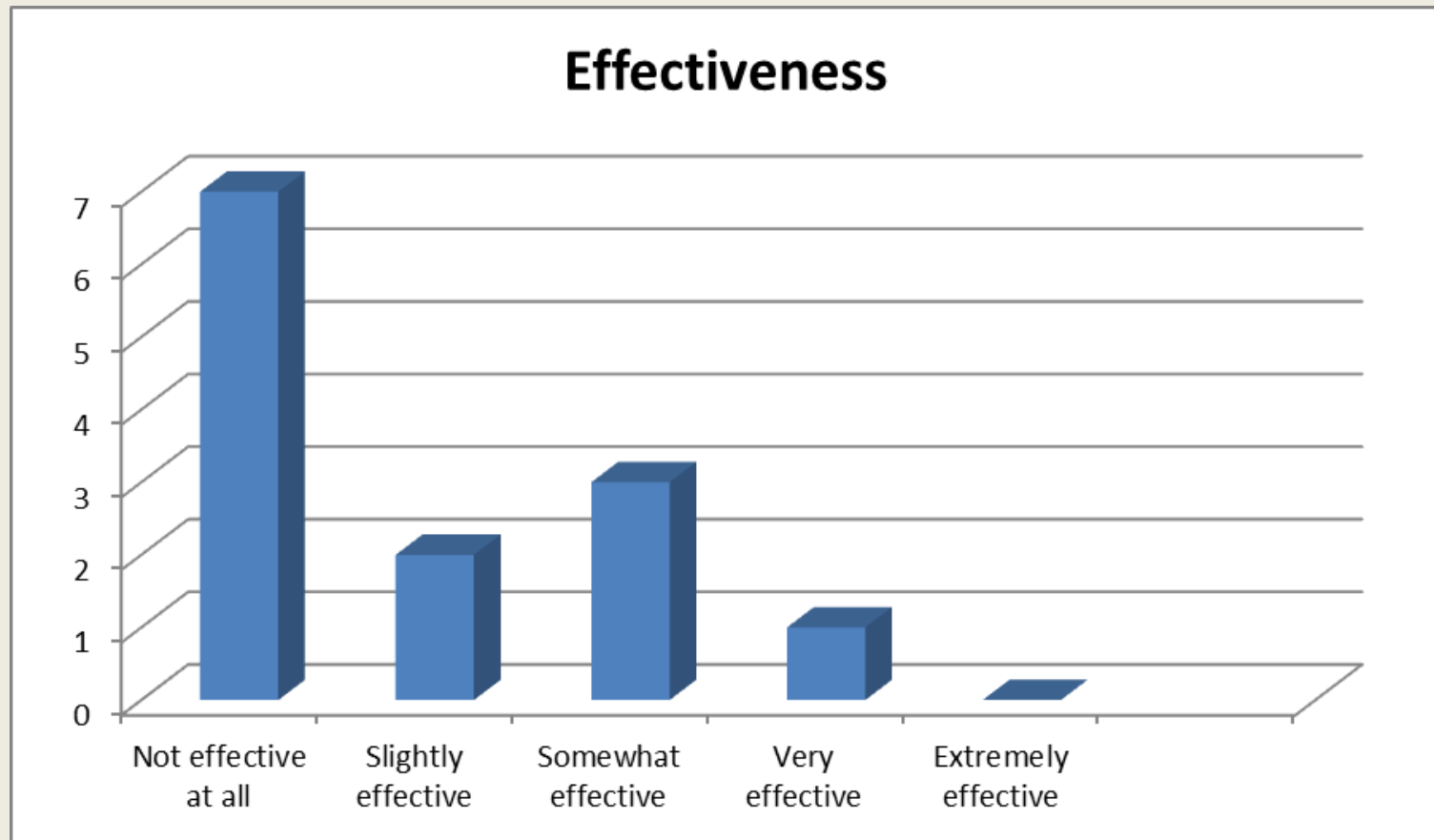
DID YOU REPORT/FILE A COMPLAINT ABOUT THE NOISE?

Yes	12
No	22

IF YOU REPORTED A COMPLAINT, WHO DID YOU REPORT IT TO?

Reported to	Results
Those causing the problem	3
Police	11
Local Government	3
Other	2

HOW EFFECTIVE WAS THE ACTION TAKEN BY THE PERSON YOU REPORTED THE PROBLEM TO?



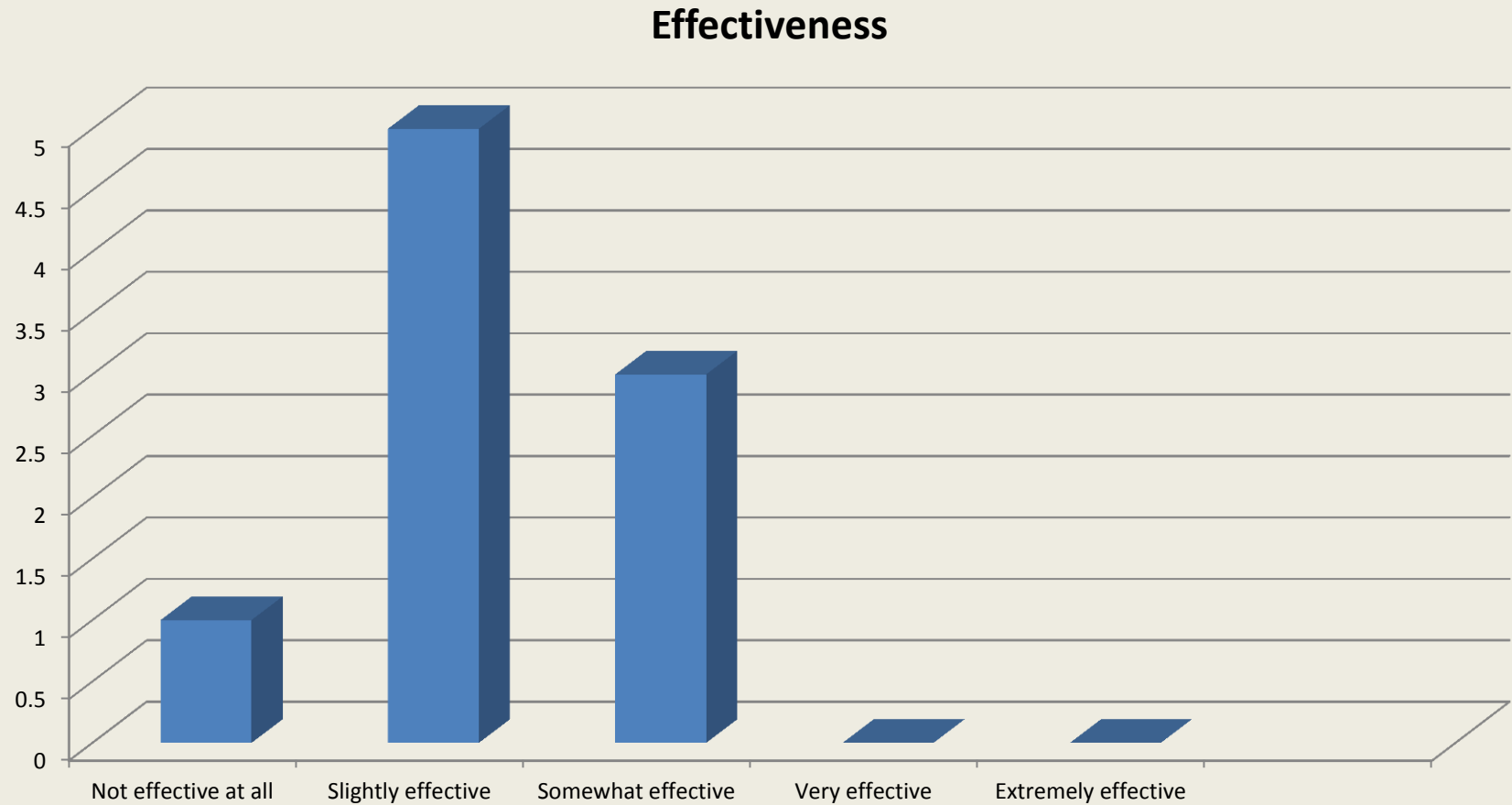
HAVE YOU EVER TAKEN ANY OTHER ACTION TO REDUCE THE NOISE THAT YOU HEAR AT YOUR HOME?

<i>Yes</i>	8
No	24

WHAT ACTION WAS TAKEN?

Action Taken	Results
Made changes to home (inside or outside)	4
Did something to keep noise out	0
Did something to help you sleep	0
Got legal advice	2
Took legal action	0
Other	5

HOW EFFECTIVE WAS THIS ACTION?

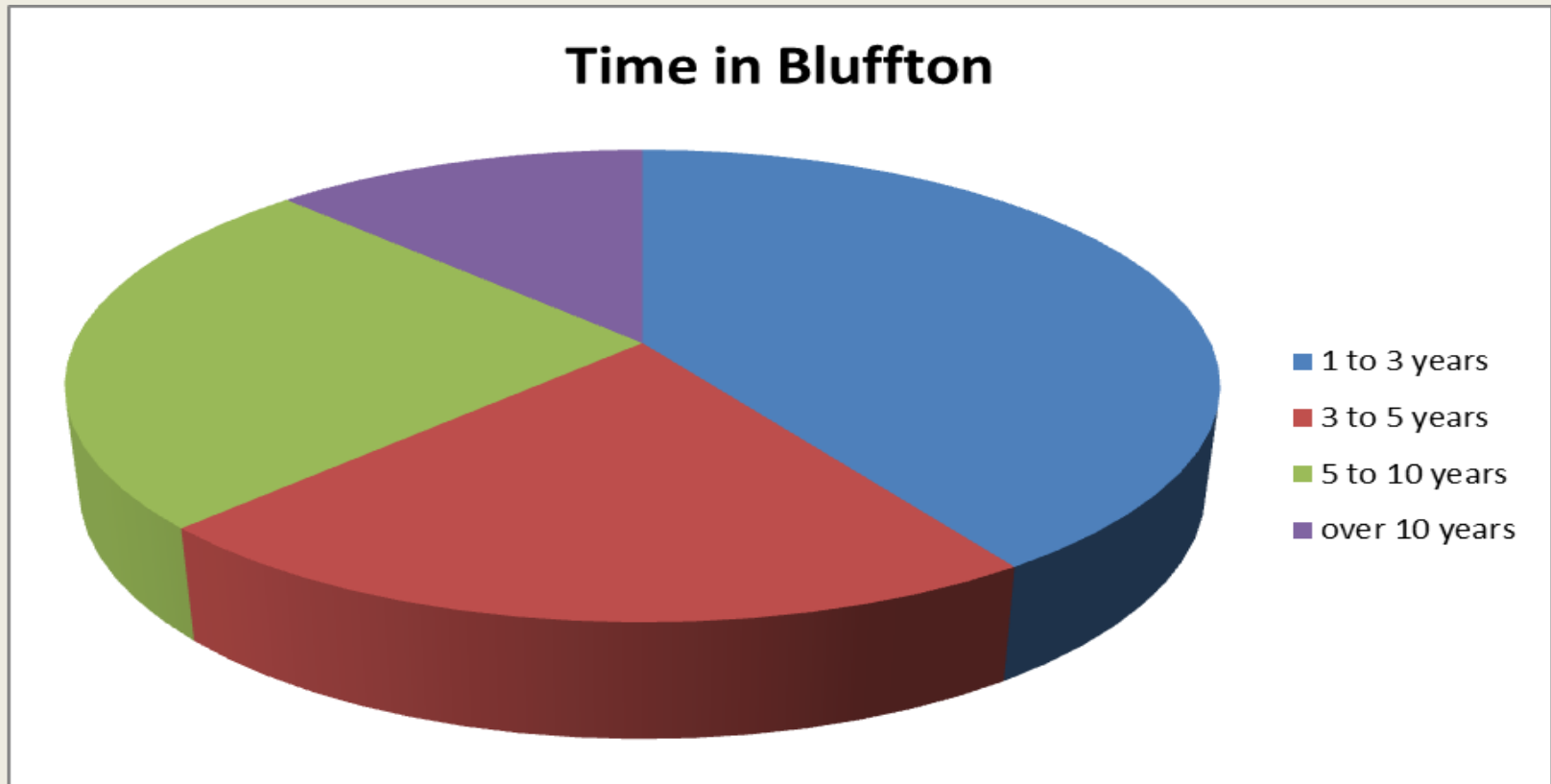


WHAT ARE SOME SUGGESTIONS TO CONTROL THE NOISE ISSUE IN YOUR AREA?

- Limit number of bars/restaurants
- Earlier bar closures
- More officers in the area
- Change noise ordinance and enforce it
- Cut music off at 10:00 p.m.
- No outside amplified music allowed without permit
- Minimize music to weekends only
- Limit times for outdoor music
- Keep music inside
- Amplified music outdoors Monday-Thursday until 9 p.m. and Friday and Saturday until 10 p.m.
- Control the drinking in the area

RESULTS FROM SURVEY (BUSINESSES):

How long have you had your business at this location?



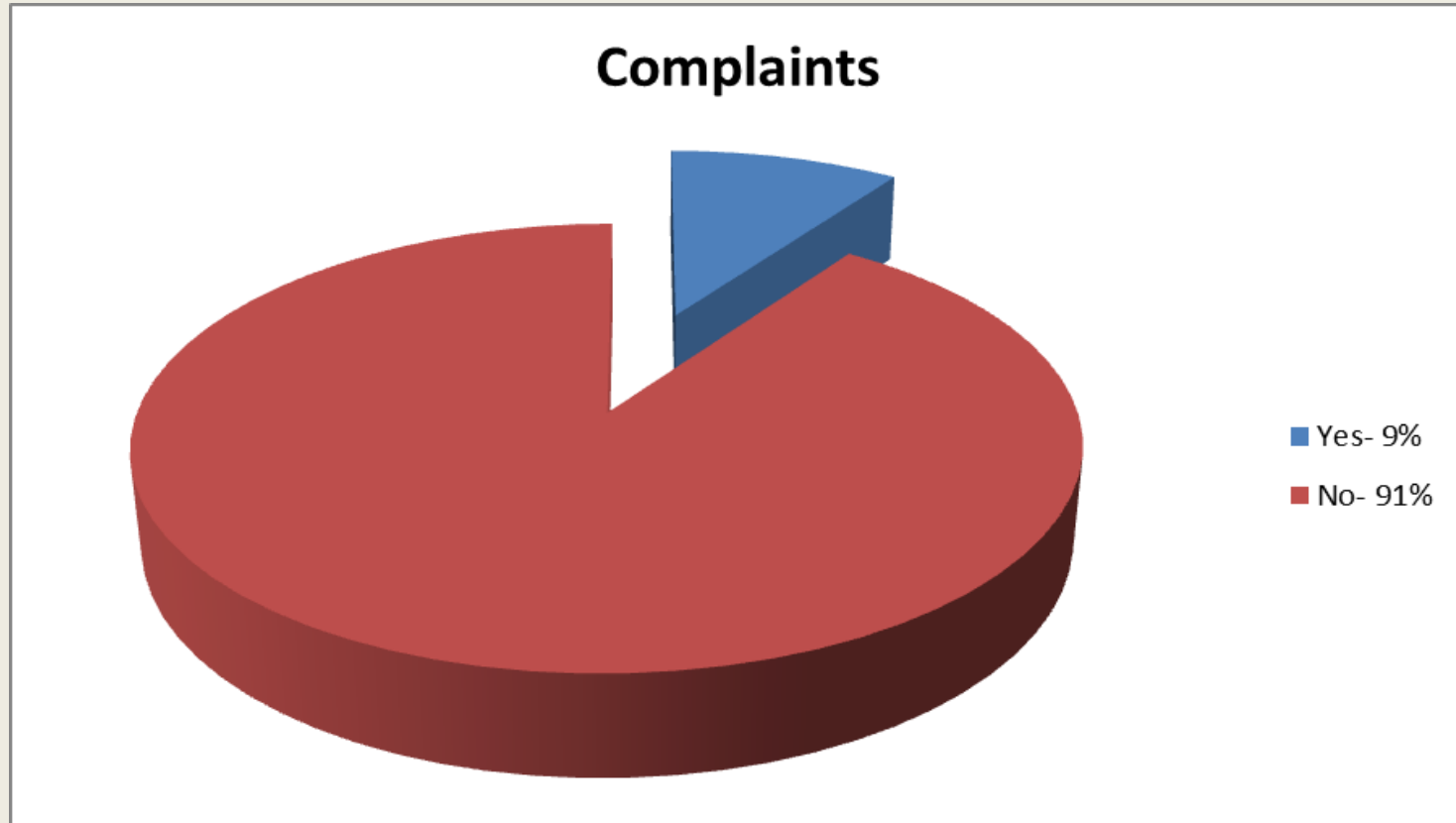
WHAT DAYS/EVENINGS ARE YOU OPEN?

<i>Day of the week</i>	<i>Results</i>
Sunday	18
Monday	52
Tuesday	59
Wednesday	60
Thursday	61
Friday	59
Saturday	44

WHAT TYPE OF ENTERTAINMENT DO YOU HAVE AT YOUR ESTABLISHMENT?

Type of entertainment	Results
Live Music	6
Amplified sound	11
Outdoor patio	7
Outdoor activities	3
None	39
Other	6

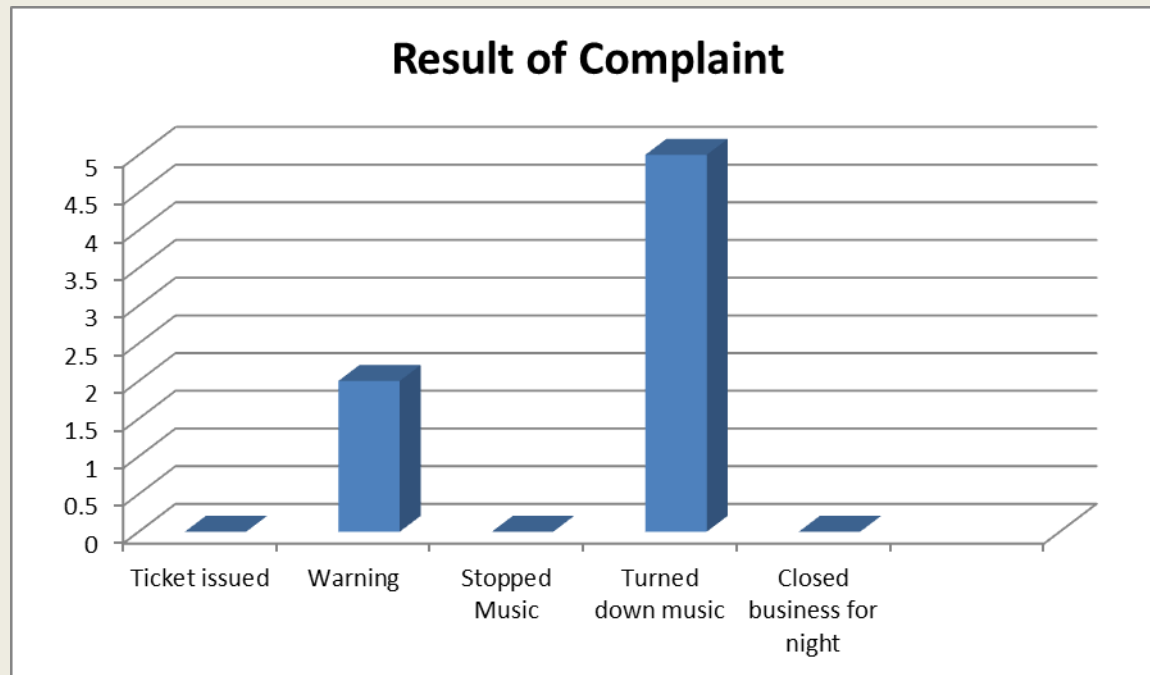
HAVE YOU EVER BEEN A RECIPIENT OF A NOISE COMPLAINT?



WHO INFORMED YOU OF THE COMPLAINT?

Law Enforcement	6
Person Complaining	3

WHAT WAS THE RESULT OF THE COMPLAINT?



WERE YOU SATISFIED WITH THE RESULT OF THE COMPLAINT?

<i>Yes</i>	5
No	2

HAVE OFFICERS/COMPLAINANT BEEN TO YOUR ESTABLISHMENT ON MORE THAN ONE OCCASION FOR NOISE ISSUES?

Yes

4

No

35

**AFTER BEING AT YOUR ESTABLISHMENT ONCE,
HAVE OFFICERS RETURNED BACK TO YOUR
ESTABLISHMENT ON THE SAME NIGHT?**

Yes

2

No

23

WHAT ARE YOUR SUGGESTIONS TO CONTROL THE NOISE PROBLEM IN THE DOWNTOWN AREA?

- Leave the businesses alone
- Have homeowners move
- More officers in area
- Cut music off at 10:00 p.m.
- More public awareness about noise ordinance
- Close bars at midnight
- Cut off time for outside music and entertainment
- Minimize it to weekends only
- Music indoors only
- Limit amplified music
- Heavy enforcement of local violations